



RI Executive Office of Health and Human Services
Medicaid Program

Keep this notice for your records

<Last 4 of MID#>
<Date>
<Name>
<Address>
<City>, <State> <ZIP>

Important Information About Neighborhood INTEGRITY, Your New Health and Drug Plan

Dear <Name>:

Congratulations! We have approved your application for Neighborhood INTEGRITY, a health and drug plan provided by Neighborhood Health Plan of Rhode Island. This letter is to confirm that **your Neighborhood INTEGRITY coverage begins on <date>.**

About Your New Plan

- You will receive information on the new plan and a member ID card in the mail before your enrollment start date. Use your new Neighborhood INTEGRITY ID card for all your health care and pharmacy needs. (Keep your old cards in a safe place.)
- Your Neighborhood INTEGRITY plan includes your Medicaid benefits, your Medicare benefits, and prescription drug coverage (Medicare Part D).
- Neighborhood will pay for your health care with doctors and providers who are in Neighborhood's provider network.
- To find a doctor and other providers in Neighborhood's network, call 1-844-812-6896 (TTY 711), Monday – Friday 8:00 am – 8:00 pm, Saturday 8:00 am – 12 noon, or check online at: www.nhpri.org. If your doctors and other providers are not in Neighborhood's network, you can continue to see them for the first six (6) months you are in Neighborhood INTEGRITY. After that time, members may be able to see out-of-network providers if they get permission (prior authorization) from Neighborhood first.
- You will also have access to at least a one-time temporary fill of an approved month's supply of the Part D drugs you currently take during your first 90 days in the plan if you are taking a drug that is not on the **Neighborhood INTEGRITY** List of Covered Drugs, or if **Neighborhood INTEGRITY** rules do not let you get the amount ordered by your doctor, or if the drug requires prior approval by **Neighborhood INTEGRITY**.
- Emergency care, urgent care, and dialysis are covered even if you're **not** seeing a **Neighborhood INTEGRITY** doctor.

Do you have a regular doctor (primary care doctor)?

If not, you can select one from Neighborhood's network. Call Neighborhood Member Services at 1-844-812-6896 (TTY 711), 8:00 am -8:00 pm, Saturday 8:00 am – 12:00 pm, or check www.nhpri.org

How much do I have to pay for this plan?

There are no premiums, deductibles or co-pays for health care provider visits and hospital stays. Also, there are no co-pays for prescription drugs. You will continue to pay part of the cost for Long-Term Services and Supports (LTSS) if you pay for these services now. The amount you have to pay is determined by the Rhode Island Medicaid Program.

What if I want to leave Neighborhood INTEGRITY?

If you are not satisfied with Neighborhood INTEGRITY, you can leave the plan at any time. Your coverage will end on the last day of the month after you tell us you want to leave. If you leave Neighborhood INTEGRITY, you will be automatically enrolled in Original Medicare unless you want to enroll in a Medicare health plan that includes prescription drug coverage or a Medicare Prescription Drug Plan (Part D). If you have questions about your Medicare options, call 1-800- MEDICARE (1-800-633-4227). See information below for more information.

For more information on Neighborhood INTEGRITY

- Call Neighborhood Member Services at 1-844-812-6896 (TTY 711), Monday – Friday, 8:00 am – 8:00 pm, and Saturday 8:00 am – 12:00 noon, or check Neighborhood's website at www.nhpri.org
- Call the POINT if you'd like to schedule an appointment to meet with a SHIP Counselor in person. (401) 462-4444 (TTY 711). Hours are: Monday, Wednesday, and Friday, 8:30 am-4:00 pm, Tuesday and Thursday, 8:30 am-8:00 pm, and Saturday, 8:30 am - 12 noon.
- Call the RIPIN Healthcare Advocate at 1-855-747-3224 (TTY 711), Monday – Friday, 8:00 am – 5:00 pm, plus extended hours on Thursday until 7:00 pm. You can also email the RIPIN Healthcare Advocate at HealthcareAdvocate@ripin.org.

For more information on Medicare

- Call 1-800-MEDICARE (1-800-633-4227) 24 hours a day, 7 days a week or online at www.Medicare.gov. TTY user should call 1-877-486-2048.

For more information, visit www.eohhs.ri.gov. **If you have questions**, call the Medicare-Medicaid Plan Enrollment Line at 1-844-602-3469 (TTY 711), Monday- Friday, 8:00 am – 6:00 pm. The call is free. You can get this information for free in other languages and formats, like large print, braille, and audio.

Para obtener más información, visite www.eohhs.ri.gov. **Si tiene preguntas**, llame al Medicare-Medicaid Plan Enrollment Line (número telefónico para inscripciones en plan Medicare-Medicaid)

No. 4: Receipt of Completed Enrollment Request and Confirm Enrollment

al 1-844-602-3469 (TTY 711), de lunes a viernes, de 8:00 a.m. a 6:00 p.m. La llamada es gratis. Puede obtener esta información gratuitamente en otros idiomas y formatos, como letra grande, braille y audio.

Para mais informações, visite www.eohhs.ri.gov. **Se tiver dúvidas,** ligue para a Linha de Inscrição do Plano de Medicare-Medicaid no número 1-844-602-3469 (TTY 711), de segunda a sexta-feira, das 8:00 às 18:00. A chamada é gratuita. Você pode obter estas informações gratuitamente em outros idiomas e formatos, como impressão grande, braile e áudio.